Bria User Guide

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1. Introduction

- After install select options to remember Username and Password
- There are two versions of Bria; Regular Softphone Bria and Bria for Broadworks, which exposes Regency 5000 Services to the user.

Host Device Platform	Bria Versions	App Available from
PC	Bria for Broadworks	Regency 5000
Mac	Bria	Regency 5000
Android	Bria	Google Play
iOS	Bria	iTunes

2. Telephone Features

Standard Features	Additional Bria for BroadWorks Features
Call display	Do not disturb
Speakerphone (if speaker phone is supported on device)	BroadWorks Anywhere
Supports multiple calls (based on the Regency 5000 Package)	Remote Office
Redial and Hold	Simultaneous Ring
Call history – list of received, missed, and dialed calls.	Call Forward Always
Contact list.	Call Forward Busy
Call transfer.	Call Forward No Answer
Auto answer (for use with Unity)	Broadsoft Group Directory (Contacts)
Mute	

3. Video

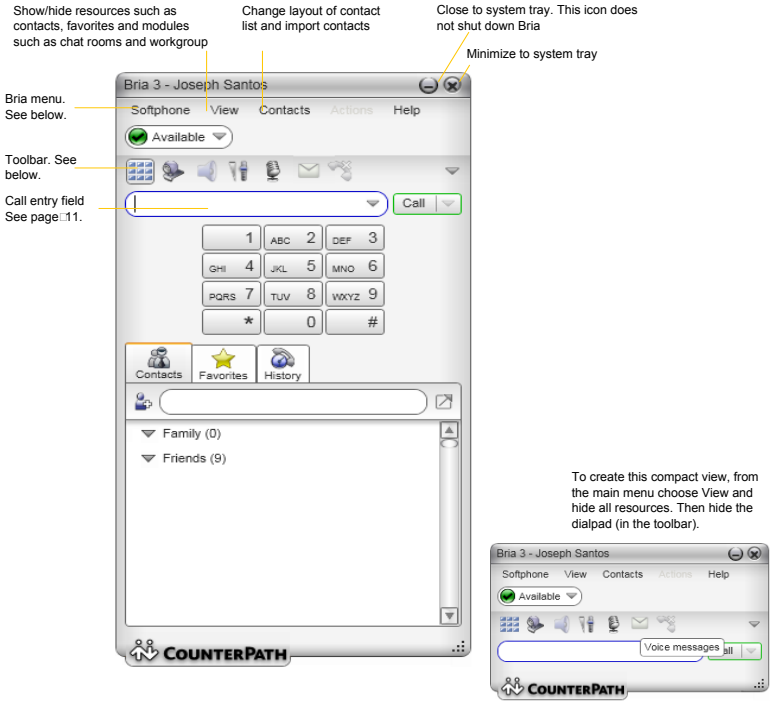
- Video calling with optional Bria Video license
- Compatible with other Bria soft phones, Yealink and Polycom video phone

4. Codecs Supported

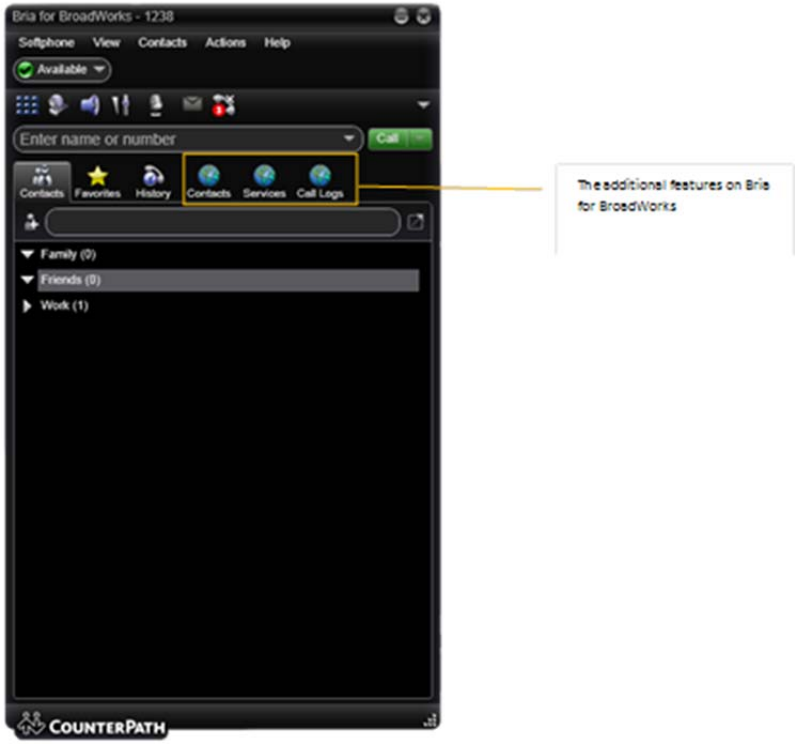
Audio Codecs Supported	Video Codecs Supported
• G729	• H.263
• G711	• H.264
• G722 (HD Voice)	

5. The Onscreen Softphone

Bria


Show/hide resources such as contacts, favorites and modules such as chat rooms and workgroup
Change layout of contact list and import contacts
Close to system tray. This icon does not shut down Bria
Minimize to system tray
Bria menu. See below.
Toolbar. See below.
Call entry field See page 11.
Bria 3 - Joseph Santos
Softphone View Contacts Actions Help
Available
Call
Contacts Favorites History
Family (0)
Friends (9)
COUNTERPATH
To create this compact view, from the main menu choose View and hide all resources. Then hide the dialpad (in the toolbar).
Voice messages

Bria for Broadworks



6. The Bria Menu

- Preferences. These settings control the way that you work with Bria
- Exit. To shut down Bria. You can also exit by pressing Ctrl-Q.
- View. Changes Bria display Preferences

a. Contacts

Allows you to populate personal speed dials on Bria for BroadWorks. Allows you to look up contacts in the Corporate Directory

b. Actions

Lists the actions that you can perform, depending on the current "state" of Bria. For example, if a contact is selected, it lists all the actions that can be performed on that contact.

c. Help

Provides access to various service-related features.

7. Bria Call Control Interface

The toolbar has various buttons including missed calls indicator. Hover over each button for a description

8. Making a Call

Making the call as described in the table below. The outgoing call opens in its own call panel, below any other existing call panels. You will hear a ringing tone while Bria attempts to make a connection.

Option	From the...	Description
Keying	Dialpad or computer keyboard	Enter the phone number in the call entry field using the dialpad or the computer keyboard. To turn letters to numbers. If entering a softphone address, you can enter the entire address (6045551212@domainA.com) or just the number (6045551212). As you type, a suggestion for completing the entry may appear. Choose the suggestion or keep typing. Click the Call button or press Enter.
Drag-and-drop contact or previous call	Contacts or History tab	Drag a contact from History or Contacts into the Call Entry Field
Single-click a contact	Contacts tab	Hover over the right side of the contact to reveal the click-to-call button. Click to place a call using the primary phone number for this contact.
Double-click a previous call	History tab	Double-click an entry. An audio call is placed.
Dialing	Dialpad	If the dialpad is not visible, click the Show/Hide dialpad button. Click the numbers on the dialpad to enter the phone number. Click the Call button or press Enter.

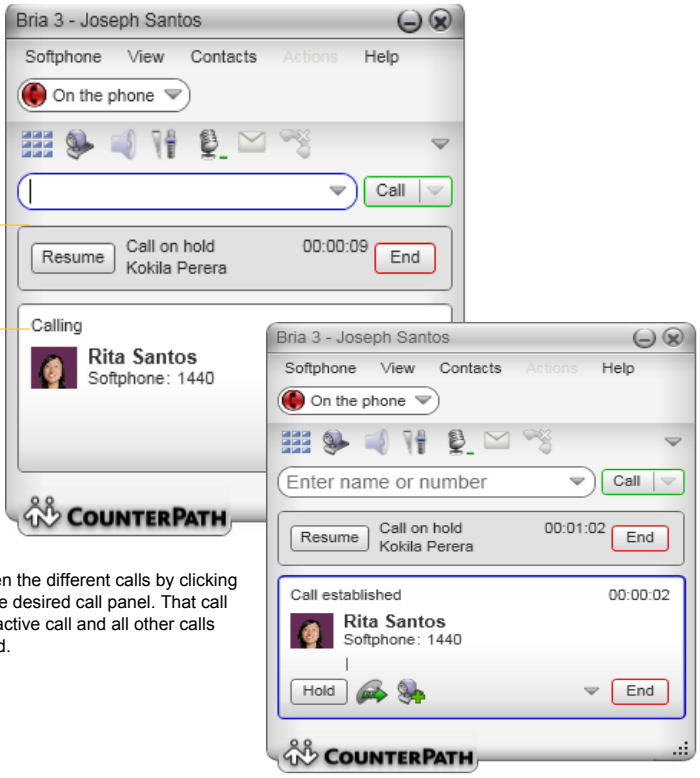
9. Placing another Call

You can make multiple calls dependents on the Regency 5000 Service Assigned.

Place the call in the usual way

Existing call is automatically put on hold

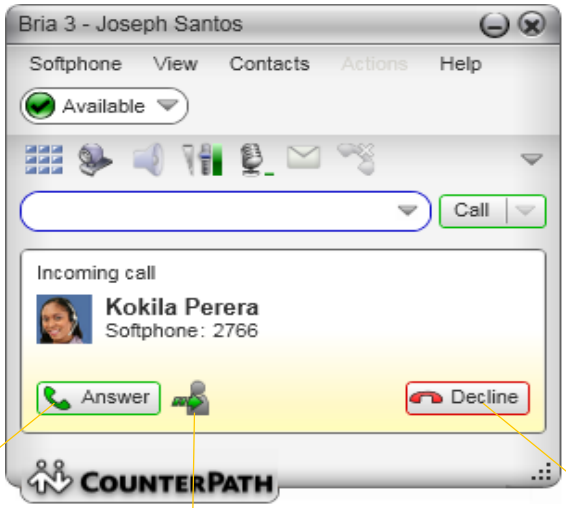
New outgoing call



Switch between the different calls by clicking Resume on the desired call panel. That call becomes the active call and all other calls are put on hold.

10. Answering an Incoming Call

Bria must be running to answer incoming calls. It can be running in the system tray. The new call appears in its own call panel. In addition, the Call Alert box appears.



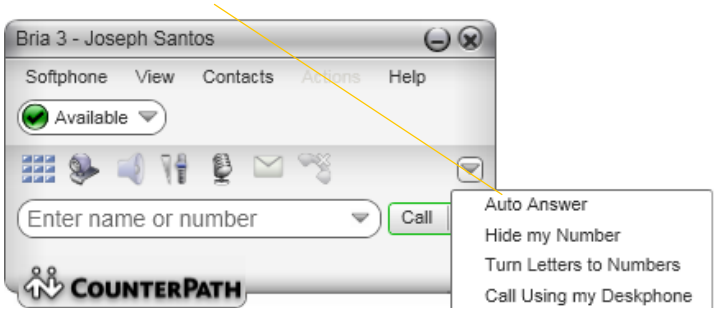
Click. If you are on another call, that first call is automatically put on hold. You are now talking to the new caller.

Or click Forward; a call entry field appears. Enter the name or number to forward to and click Forward Now.

Or click. There will be a busy signal. The call may be directed to voicemail (if you have this service).

11. Auto Answer

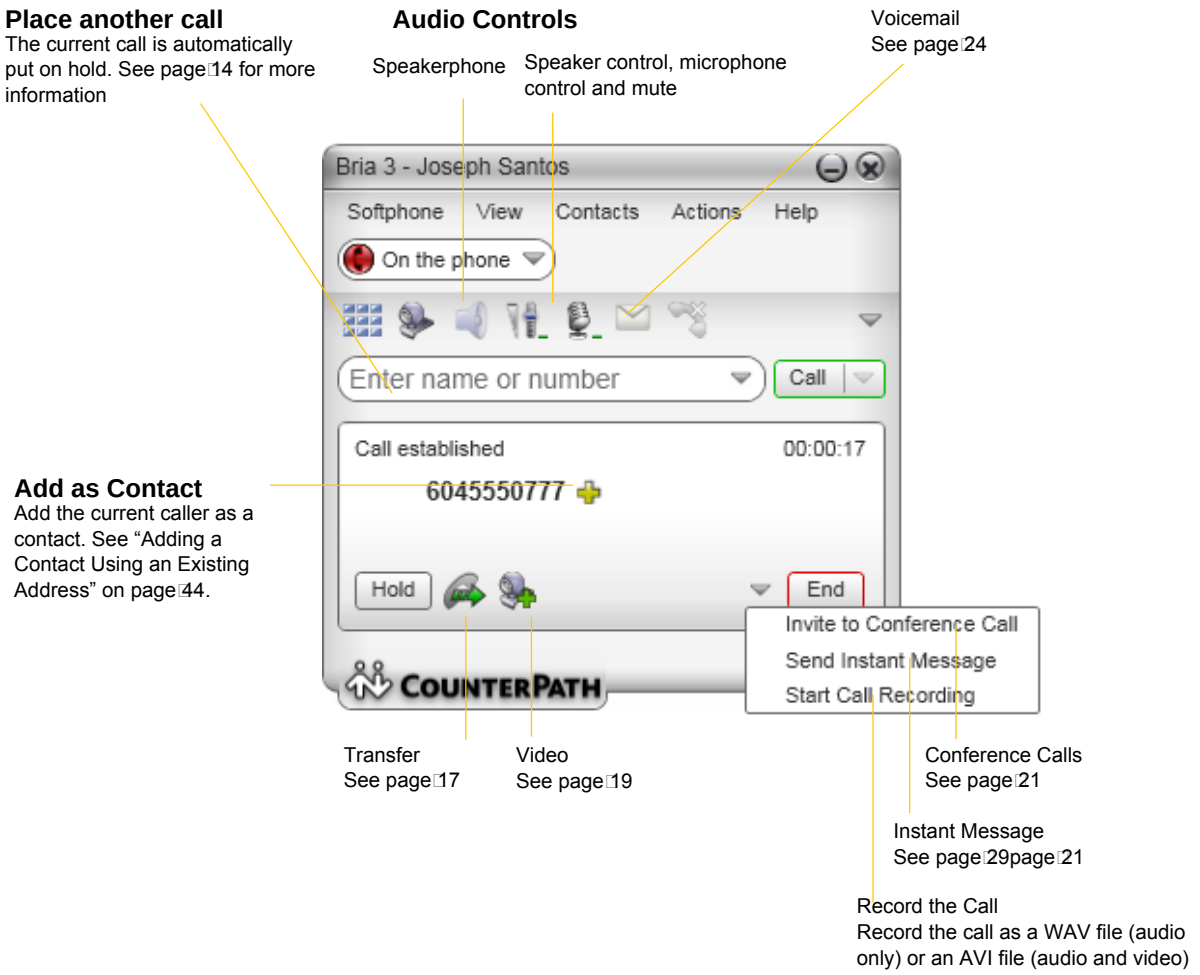
Turn Auto Answer on or off



Auto answer is initially configured to auto-answer after one ring, and to send only your audio when the call is established. To change this configuration choose Softphone > Preferences > Call Automation.

Auto answer is automatically turned off when you shut down.

12. Handling and Established Call



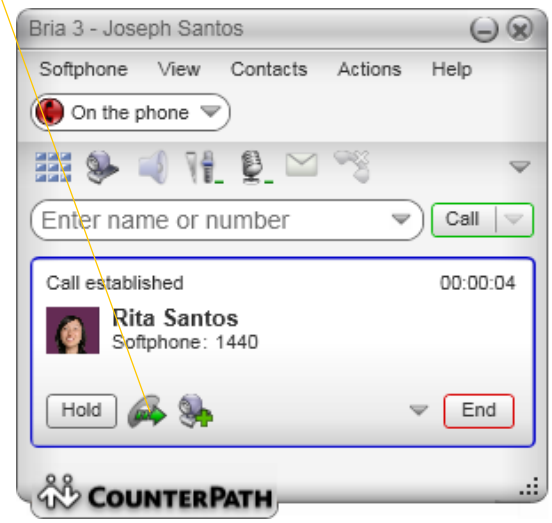
13. Ending a Call

Click the red end call button on the Call panel (the call can be active or on hold). The call panel closes after a few seconds

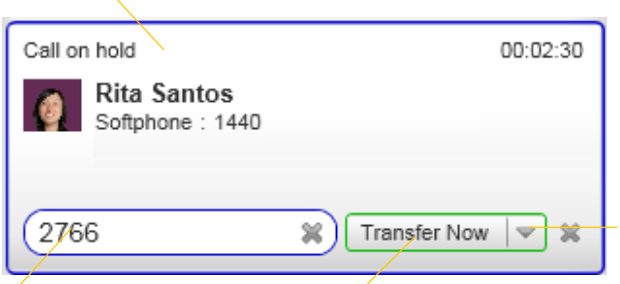
14. Transferring a Call

a. Blind Transfer

Click the Transfer button



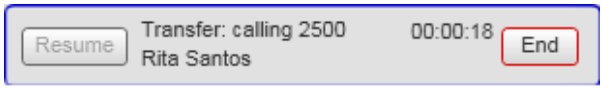
The call is put on hold and a call entry field appears.



If the button does not show “Transfer now”, click the down arrow and select Transfer now. You can also permanently change the option that appears on the button; see page 66.

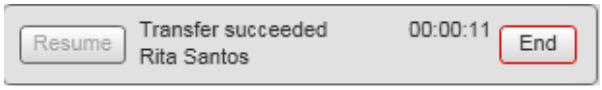
Type a name or number, or drag a contact into the field.

Then click Transfer Now.



The call may end immediately.

Or it may show “calling”, In this case, do not hang up immediately: if the other person does not answer, the call will come back to you.

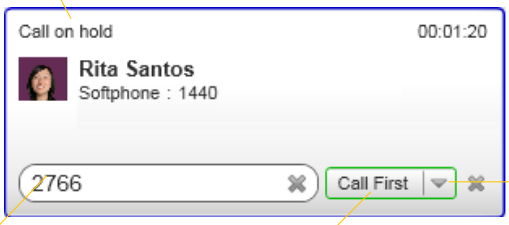


b. Announced Transfer

You can first speak to the target (the person you are transferring the call to), then click transfer Now to complete the transfer.

Click the Transfer button

The call is put on hold and a call entry field appears

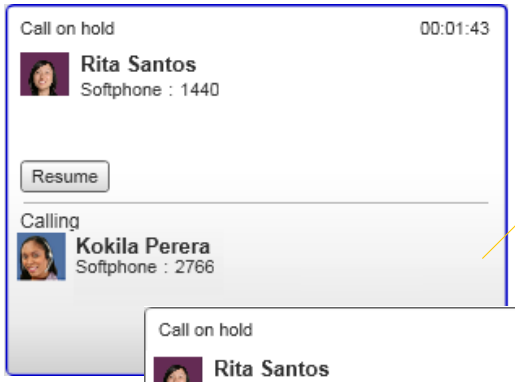


If the button does not show “Call first”, click the down arrow and select Transfer now. You can also permanently change the option that appears on the button; see page 66.

Type a name or number, or drag a contact into the field

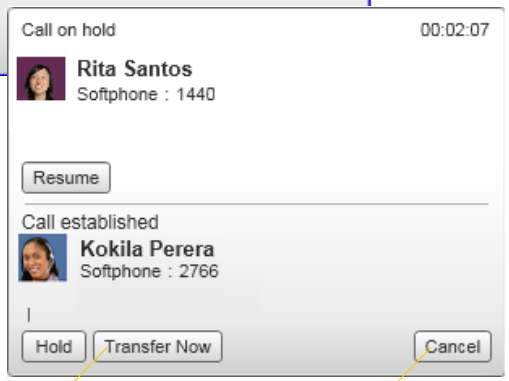
Then click Call First

Bria phones the new person



You can hang up the second call and return to the first call

When the other person answers, the Transfer Now button is enabled



When you are ready, click Transfer Now. The call panel closes

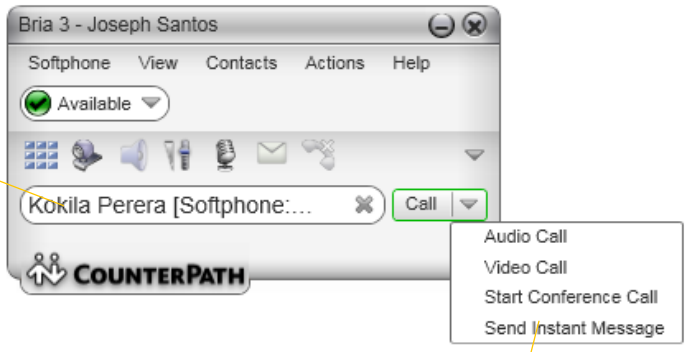
Or if the other person does not want to take the call, click Cancel and return to the first call

15. Conference Calls after Announced Transfer

a. Starting a Conference Call

i. From the Dashboard

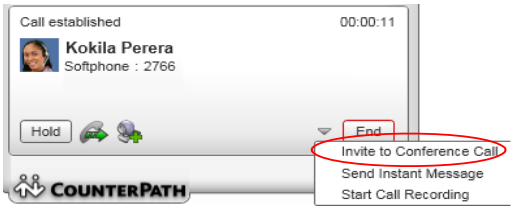
- Enter the number or address by typing
- Or drag a contact or history item
- Or select from the redial list



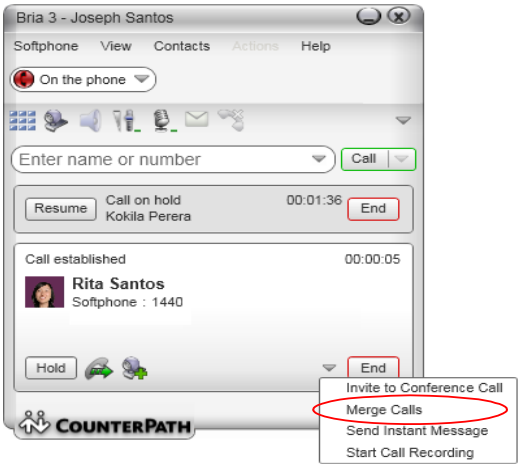
Then choose Start Conference Call

ii. From an Existing Call

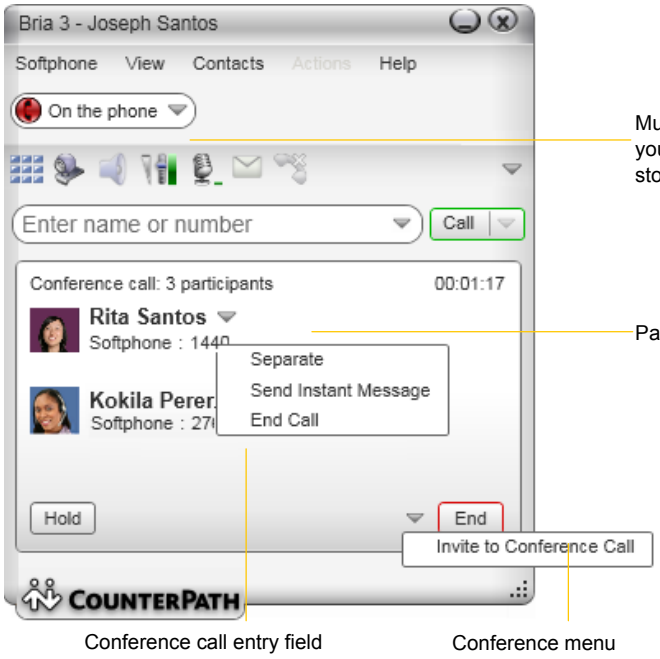
From One Established Call



From Two Established Calls



b. Managing the Conference



16. Star Codes

Automatic Callback Deactivation	#8
Call Forwarding Always To Voice Mail Activation	*21
Call Forwarding Always To Voice Mail Deactivation	#21
Call Forwarding Busy To Voice Mail Activation	*40
Call Forwarding Busy To Voice Mail Deactivation	#40
Call Forwarding No Answer Activation	*92
Call Forwarding No Answer Deactivation	*93
Call Forwarding No Answer To Voice Mail Activation	*41
Call Forwarding No Answer To Voice Mail Deactivation	#41
Call Forwarding Not Reachable Activation	*94
Call Forwarding Not Reachable Deactivation	*95
Calling Line ID Delivery Blocking per Call	*67
Calling Line ID Delivery per Call	*65
Call Return	*69
Call Waiting Persistent Activation	*43
Call Waiting Persistent Deactivation	#43
Cancel Call Waiting	*70
Clear Voice Message Waiting Indicator	*99
Customer Originated Trace	*57
Directed Call Pickup	*97
Directed Call Pickup with Barge-in	*33
Direct Voice Mail Transfer	*55
Last Number Redial	*66
Per Call Account Code	*71
Push to Talk	*50